

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held by internet and telephone audio conference on the 13<sup>th</sup> day of May, 2020.

In the Matter of a Working Case to Consider )  
Best Practices for Recovery of Past-Due Utility )  
Customer Payments After the COVID-19 )  
Pandemic Emergency )

**File No. AW-2020-0356**

**ORDER OPENING A WORKING CASE TO CONSIDER BEST  
PRACTICES FOR RECOVERY OF PAST-DUE CUSTOMER PAYMENTS  
AFTER THE COVID-19 PANDEMIC EMERGENCY**

Issue Date: May 13, 2020

Effective Date: May 13, 2020

As part of their response to the COVID-19 pandemic emergency and attendant economic disruptions, most Missouri utilities have taken steps to suspend customer disconnection efforts for non-payment of utility bills. As a result of those economic disruptions and continued provision of utility service to customers who are unable to pay for those services, the utilities will likely experience a sharp rise in the level of past-due customer-payment accounts-receivable. Once the emergency has passed, the utilities will be faced with the question of how to collect those past-due accounts-receivable without unduly burdening their vulnerable customers.

The Commission will direct its Staff to investigate this question and any other relevant concerns arising from the COVID-19 pandemic emergency and to submit a report regarding its findings. If Staff wishes to collect any particular information from the utilities,

Public Counsel, agencies or entities that would provide community or individual resources, other interested stakeholders, or from the public, it may do so through this file.

This file will serve as a repository for documents and comments. Using this file, anyone with an interest in this matter may view documents and may submit any pertinent responsive comments or documents. As this is not a contested case, anyone may file a comment without counsel and without *ex parte* constraints (arising from this matter). Intervention requests are not necessary to submit comments or view documents.

The public is welcome to submit comments by forwarding electronic communications through the Commission's electronic filing and information system (EFIS) or by mailing written comments. You may submit electronic comments at the Commission's website at <http://www.psc.mo.gov>. (Click on the Access EFIS link on the right side of the page. Scroll down and click on the public comment link. Please refer to File No. AW-2020-0356.) Written comments in hard copy should be addressed to the Commission at P.O. Box 360, Jefferson City, Missouri 65102 and should also reference File No. AW-2020-0356. The public can view the contents of the file by following the same link at <http://www.psc.mo.gov>.

**THE COMMISSION ORDERS THAT:**

1. The Commission's Staff shall investigate how Missouri utilities may best collect past-due accounts-receivable without unduly burdening their vulnerable customers, as well as any other relevant concerns arising from the COVID-19 pandemic emergency, and shall file a report regarding its investigation no later than August 3, 2020.
2. This file shall serve as a repository for documents and comments regarding Staff's investigation.

3. The Commission's data center shall provide a copy of this order all Missouri investor-owned electric, gas, water, sewer, and steam heating utilities.

4. The Commission's Public Policy and Outreach Department shall make notice of this order available to the members of the Missouri General Assembly, and to the news media serving the state of Missouri.

5. This order shall be effective when issued.



**BY THE COMMISSION**

A handwritten signature in black ink that reads "Morris L. Woodruff". The signature is written in a cursive style.

Morris L. Woodruff  
Secretary

Silvey, Chm., Rupp, Coleman, and  
Holsman CC., concur.  
Kenney, C., absent

Woodruff, Chief Regulatory Law Judge